Abstract of the Disclosure

A software application for managing routing of communiqués across one or more communication channels supported by a data-packet-network includes

5   one or more workspaces for segregating communication activity; one or more unique user identities assigned per workspace; and one or more contact identities assigned to and approved to communicate with a workspace administrator of the one or more workspaces using the assigned user identities. In a preferred embodiment the application enforces a policy implicitly defined by the existing

10   architecture of the workspaces and associated user and contact identities.